
Troubleshooting Help – Trouble Browsing Specific Websites

In some cases, you are able to browse most websites but there are some websites that you would be unable to access. Common causes for this are cached browser files, incorrect DNS servers being used, firewall issues, domain errors, or the website itself could be blocking your IP address. But then of course, the website in question could just be currently down.

1. Let's start by making sure that your browser settings are correct and by clearing the cache stored by your browser. The cache is your browser's record of your browsing history as well as other internet settings which can become invalid over time and cause browsing difficulties.

If you're using Internet Explorer 8 browser:

- Open Internet Explorer. Click **Tools** at the top menu bar of your browser. Then click on **Internet Options**.
- Under the **General** tab, click on the **Delete** button below Browsing History. Tick all boxes and click **Delete**.
- Click on the **Security** tab. Select Internet and set the slider bar to **Medium-high**.
- Click on the **Privacy** tab and set the slider bar to **Medium**.
- Click on the **Connections** tab and click on **LAN settings**. **Untick** all boxes to disable automatic settings and proxy server and click **OK**.
- Click on the **Advance** tab and click on **Restore advance settings**.
- Click **Apply** and **OK**.

If you're using Mozilla Firefox:3.6.12.

- Open Firefox is open. Click **Edit** at the top menu bar of your browser. Then click on **Preferences**. (In some versions, you'll have to click **Tools** then **Options**)
- Click on the Privacy tab, and click **clear your recent history**.
- In the time range to clear select **Everything**.
- Tick all the boxes and click **Clear Now**. If the check boxes are not shown click on the drop-down arrow before **Details**.

- Click on the **Advance** tab, click on **Network** and click on **Settings**.
- Select **No Proxy** and click **OK** then click on **Close**.

Now check and see if you are able to browse the sites you're trying to get to. If you still can't, then let's proceed with checking your DNS settings. We are using Windows XP for these instructions

- From your desktop screen, click **Start** and click **Control Panel**.
- In **classic view**, double-click **Network Connections**.
- Right-click **Local Area Connection** and click **Properties**.
- Select **Internet Protocol** (but do not untick it) and click **Properties**.
- There are two sections in this window, the upper part is for your IP address settings and the lower part is for your DNS settings.
- Select **Obtain an IP address automatically** for the 1st part.
- Select **Use the following DNS server addresses** for the 2nd part. You must now key in these TPG DNS addresses. 203.12.160.35 for the Preferred DNS server and 203.12.160.36 for the Alternate DNS server.
- Click **OK** to close the Internet Protocol Properties and **OK** to close the Local Area Connection Properties window.

Sometimes your own security software could be set to a very high level of sensitivity that may stop your browser from being able to access websites. If you know how to change the settings of your security software, then we suggest you lower its sensitivity or you may also disable it to determine if it is the cause of the problem. For assistance with the security software, it is best to contact the software vendor.

You can also check if you are being blocked from accessing a particular website by doing the following tests. Instructions are for Windows XP but can also be used as a guide for other Windows Operating System version.

- Click **Start** and click **Run**.
- Type **cmd** and click **OK**.
- The command prompt will appear.
- First, let's confirm that there are no problems with your internet connection by confirming that you can access TPG's website:

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- Type “telnet www.tpg.com.au 80” (without the quote marks) and press Enter.
 - If a blank screen with a blinking cursor appears, then your internet connection is able to connect to the website.
 - If you get an error stating “Could not open connection to the host, on port 80: Connect failed”, then either a security software or your router’s firewall could be blocking access to the website. Adjust your settings or contact your software / router vendor for assistance on adjusting its settings.
- If you were able to successfully connect to the TPG Website through telnet, now try it with the website you are unable to browse:
 - Still within in the command prompt screen: Type “telnet [www.yourwebsite.com](#) 80” (without the quote marks) and press Enter. (replace [www.yourwebsite.com](#) with the website you are trying to access.
 - If a blank screen with a blinking cursor appears, then you were able to connect to the website.
 - If you get an error stating “Could not open connection to the host, on port 80: Connect failed”, then your IP address could be blocked by that website. It is best to contact the administrator of the website to determine the reason and to request to be unblocked.

TPG has strict security and Internet policies, therefore websites that do not abide by these policies are usually inaccessible from a TPG connection. This means that even though you are blocked from accessing this website, it doesn’t mean that you are the only one being blocked, but all TPG customers are. For example a website may be blocked if it is found to contain a virus, this helps to minimize the spread of such content. You may use a domain checker such as <http://www.knossos.net.nz/checkdomain.html> to check if the website domain has such a problem. If they do, these needs to be fixed by the website’s administrator before internet service providers like TPG will allow customers using their network to access that website.

If you need any further assistance, please contact TPG Helpdesk at 13 14 23.